

EXHIBIT 20
[UNREDACTED in the PUBLIC RECORD]



VOC/FQR Review

CTS Consumer Support
26 September 2014

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FED_SEAG0026244

Open Actions from Sep 5th Meeting

Action	Status	Owner	Due Date
1. Research length of time between customer contact and escalation call-back. How do we do this better going forward? 2. Create 8D	Alex has a CARs pending to get into CAPA 8D WebFACTS. His access was setup for the FAE WebFACTS by mistake.	Shane Wilson Alex Chin	10/24/2014
Define business CRM and Escalation processes for BizNAS segment	Workflows are being created in LucidCharts Whitney full unit replacement process has been implemented. Product upgrade process has been established and implemented. Single drive and data recovery guidelines clarified and simplified for quicker issue resolution. CRM processes still in progress. Investigating the possibility of modifying the functionality in SalesForce to allow for "case management" versus a "contact management" structure (example: SRS SalesForce case structure appears to be a viable template).	Kelly Gray	10/24/2014
Seagate Manager	1) What is the solution for not using this obsolete software any longer? 2) Why are customers downloading this? 3) Why are agents providing it?	Eric Lueb	9/26/14

Open Actions from Sep 5th Meeting

Action	Status	Owner	Due Date
Customers are complaining that downloads are slow.	Load testing revealed that the further away a customer is from the servers in OKC the longer the download takes. Seems to be the solution would be to geographically disperse the downloads. IT is going to upload the files into the Akami environment which is clustered across 22 global servers and re-run the load test.	Scott Fenecch Karen Favaloro John McDonald	Q2'15
Verify timing on adding LaCie brand to RQC.	There is a meeting scheduled with Carrie Martin and the RQC Steering Committee on 9/29 to discuss timing.	Troy Beaty	9/29/14
Should Rackmount NAS products have different goals?	Part of goal setting below	Bea Reilley	10/31/14
PMs to meet with Core Teams to update CIB% goals	Star ratings agreements in progress; Gen on Gen data (by competitive launch quarters) needed to support CIB proposal (ETA 13 October); Close with core teams by October 31	Bea Reilley	10/31/14

Direct Attached Storage

Dustin Lopez

Product	Star Rating	First 20 Reviews	Contacts to Install Base	NPS	Excursions*	JDM Line Stops*	Field ARR*
Backup Plus Slim	Udon	4.5	4.2	0.67%	33%	0	0
Backup Plus Desk	Udon Desk	4.1	3.6	1.76%	35%	0	0
Backup Plus FAST HDD	Mars2	4.0	4.4	1.85%	<u>8%</u>	0	0
Backup Plus FAST SDD	Saleen	5.0	5.0	1.77%	100%	0	N/A
Goal		> 4.0	> 4.0	< 1.7%	> 13%	0	< 5%

* Q4'14 RQC Metric

Product	Issue/Status	Owner	Date
Backup Plus Desk	<p>9.14% Field ARR</p> <ul style="list-style-type: none"> - Product sold exclusively at Costco and Bestbuy (Brick and Mortar) - High NTF rate 	Dustin	
Backup Plus FAST HDD	<p>8% NPS</p> <ul style="list-style-type: none"> - (0) Feature request for password protection - (0) One drive failed, we referred to SRS. Customer expected us to support PCBA replacement / raid rebuild. - Couple of comments about being hard to contact (APJ & EMEA) 	Dustin	

Direct Attached Storage

Dustin Lopez

Product	Star Rating	First 20 Reviews	Contacts to Install Base	NPS	Excursions*	JDM Line Stops*	Field ARR*
Expansion	Falcon	4.3	4.2	0.29%	19%	0	0
Expansion Desk	Falcon Desk	4.0	4.3	0.71%	16%	0	0
Expansion Plus	Saker	5.0 (3)	N/A	1.46%	30%	0	<u>7.63%</u>
Expansion Plus Desk	Saker Desk	N/A (0)	N/A	<u>2.26%</u>	23%	0	<u>12.15%</u>
Goal		>4.0	>4.0	<1.7%	>13%	0	<5%

* Q4'14 RQC Metric

Product	Issue/Status	Owner	Due Date
Expansion Plus	<p>7.63% Field ARR</p> <ul style="list-style-type: none"> - High ARR due to where it's sold. - Walmart & Target only. - High NT 	Dustin	
Expansion Plus Desk	<p>12.15% Field ARR</p> <ul style="list-style-type: none"> - High ARR due to where it's sold. - Walmart & Target only. - Additionally, an investigation was done on 32 units that were not NTF and all 32 came back as fraud. 	Dustin	
Expansion Plus Desk	<p>2.26% C2IB</p> <ul style="list-style-type: none"> - Expansion Plus comes with software (Dashboard) - Sold only at Walmart and Target - Lots of Software Assistance calls 	Dustin	

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Pro Direct Attached Storage

Alan Maricle

Product	Star Rating	First 20 Reviews	Contacts to Install Base	NPS	Excursions*	JDM Line Stops*	Field ARR*
LaCie Little Big Disk Thunderbolt 2	LBDv2	4.5 (13)	N/A	10.35%	N/A	N/A	N/A
Rugged	Rugged	4.4	4.4	0.19%	N/A	N/A	N/A
LaCie 2big	2big	4.3 (18)	N/A	6.68%	N/A	N/A	N/A
LaCie 5big	5big	5.0 (3)	N/A	17.43%	N/A	N/A	N/A
LaCie 8big Thunderbolt 2	8big	3.3 (4)	N/A	6.87%	N/A	N/A	N/A
Goal		> 4.0	> 4.0	< 1.7%	> 13%	0	< 5%

* Q4'14 RQC Metric

Product	Issue/Status	Owner	Date
2big	Spontaneous dismounting with MacPro. Core Team investigating.	Alan M	9/26
2big/5big/8big	Makara (4-6TB) drives have fw problem that reduces read time when hot. Fw update in validation.	Alan M	9/15
5big/8big	Customers confused on login to LaCie RAID Manager. Solution proposed to Core Team.	Alan M	9/26
5big/8big	Driver for Windows compatibility is in validation phase.	Alan M	9/26

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Mobility & Consumer NAS

Eric Lueb & Bhawna Mundotia

Product	Star Rating	First 20 Reviews	Contacts to Install Base	NPS	Excursions*	JDM Line Stops*	Field ARR*
LaCie FUEL	Fuel	3.1	3.1	4.39%	N/A	N/A	N/A
Wireless Plus	Gemini	3.6	3.3	5.12%	21%	N/A	N/A
	Goal	> 4.0	> 4.0	< 5%	> 13%	0	< 10%

Product	Cirrus	3.5	3.2	<u>13.56%</u>	5%	0	0	6.93%
	Goal	> 3.7	> 3.7	< 9%	> 13%	0	0	< 10%

* Q4'14 RQC Metric

Product	Issue/Status	Owner	Due Date
Fuel	<p>Battery goes dead after 3-4 hours. Testing with NPI shows that battery does hold charge when idle (lost 5% over a weekend). Investigating if it is an LED issue or hardware issue. Agents are collecting more data on LED state vs. software battery gauge during and after charging.</p> <p>Won't detect on USB. Several complaints that drive won't mount when connected via USB. Light seems to stay green rather than going white, indicating it is stuck in Wi-Fi mode. Attempting to capture a unit.</p>	Eric	
Gemini	<p>iOS 8 - Small icons and App crashes - Fix staged in Apple store to be released once testing completes.</p> <p>Apple DRM protected movies behaviour has changed. They won't play on some devices when stored on a Wireless drive. The software team is investigating.</p>	Eric	iOS 8 - 10.3 DRM - Investigating
Central	<p>Taplin & drive not detected - these are the top contacts currently.</p> <p>Action: Looking at all support documentation to identify knowledge gaps - continuous effort.</p>	Bhawna	10/24

Business NAS

Brian Smith

Product	Star Rating	First 20 Reviews	Contacts to Install Base	NPS	Excursions*	JDM Line Stops*	Field ARR*
BS 1-Bay NAS	<u>2.4</u>	3.9	25.08%	8%	N/A	N/A	6.19%
BS 2-Bay NAS	3.1	3.9	24.66%	- 9%	N/A	N/A	5.75%
BS 4-Bay NAS	<u>2.6</u>	3.9	<u>49.33%</u>	- 11%	N/A	N/A	6.91%
BS 4-Bay Rackmount	1.0 (1)	N/A	<u>66.44%</u>	75% (8)	N/A	N/A	N/A
BS 8-Bay Rackmount	1.0 (1)	N/A	<u>59.28%</u>	0% (11)	N/A	N/A	N/A
BS Win Server 4-Bay	Wintel	4.4 (14)	N/A	38.46%	29% (17)	N/A	N/A
Goal		> 3.5	> 3.5	< 35%	> 13%	0	< 10%

* Q4'14 RQC Metric

Product	Issue/Status	Owner	Date
BS 1, 2, 4 Bay NAS	Low NPS score and low reviews being driving by known product issues that agents are unable to fix, lack of standard troubleshooting features (logs files / factory reset)	Brian Smith	N/A
Challenger	Unknown troubleshooting for blinking purple LED - Adding a section to user guide to troubleshoot this. Wording has been created - illustrator involved to create an image.	Brian Smith / David Ashkinazy	10/3/2014
Challenger / Charger	Unclear how to do password reset - Creating KB.	Brian Smith	10/3/2014
Challenger / Charger	Customers are unclear on Diskless Installation Process - KB articles should be online in a few days	Brian Smith / Karen Favaloro	9/26/2014

Business NAS

Brian Smith

Product	Star Rating	First 20 Reviews	Contacts to Install Base	NPS	Excursions*	JDM Line Stops*	Field ARR*
Seagate NAS 2-Bay	Dart 2B	4.0 (2)	N/A	27.11%	78% (9)	N/A	N/A
Seagate NAS 4-Bay	Dart 4B	4.3 (7)	N/A	<u>44.16%</u>	83% (6)	N/A	N/A
Seagate NAS Pro 2-Bay	Superbee 2B	N/A (0)	N/A	<u>80.00%</u>	N/A	N/A	N/A
Seagate NAS Pro 4-Bay	Superbee 4B	5.0 (4)	N/A	<u>83.33%</u>	N/A	N/A	N/A
Seagate NAS Pro 6-Bay	Superbee 6B	N/A (0)	N/A	30.00%	N/A	N/A	N/A
Goal		>3.5	>3.5	<35%	>13%	0	<10%

* Q4'14 RQC Metric

Product	Issue/Status	Owner	Date
Dart / SuperBee	Customers are unclear on Diskless Installation Process - KBs are being created based on steps in User Guides 9/25/2014 - Articles created and submitted - should be online a in a few days	Brian Smith / Karen Favaloro	9/26/2014
Dart / SuperBee	Lack of Help for SDrive - 9/25/2014: Help page from software didn't have help. Updated page to actually have help articles.	Brian Smith / Karen Favaloro	Closed
Dart / SuperBee	High percentage of Presales calls driving high CIB - Investigating...	Brian Smith	10/17/14



BACK UP



Backup Plus Sharp Edge Complaints

19 of 313 Amazon reviews mention sharp edges. One comment mentions it actually cut him.

1 Star – Dangerous sharp edges:

“While the drive may be fine, the case design is dangerous. VERY SHARP EDGES. I got it on sale for under \$170, and was thrilled. I own over 25 different hard drives or more, yes some have had somewhat sharp edges, but this one takes the cake. **It cut my wrist, so NO, I don't want a stupid design that can cause bodily injury.** Read other reviews, many state sharp edges”

1 Star - “One more thing: It has very sharp corners. Be careful not to cut yourself. This is what I call very cheaply design and made. They did not bother to soften the corners.”

Higher star rating that mention sharp edges:

“The side of the drive is also very plasticy and sharp edges.”

“... this drive has sharp edges, requires its own power, and is pretty bulky, I would not recommend it to be used as a portable drive...”

“The edges are surprisingly sharp ...”

“.. The edges are almost as sharp as machine-shop metal!”

“The box design is somewhat flawed in that it has very sharp edges and corners.”

“Note that the drive's case is plastic, with sharp edges and corners, so it's not meant to be a portable backup solution”

“"Sharp" molded sides make this one a bit less portable”

Star ratings that mention sharp edges in a negative manner:

5 Stars – 5

4 Stars – 8

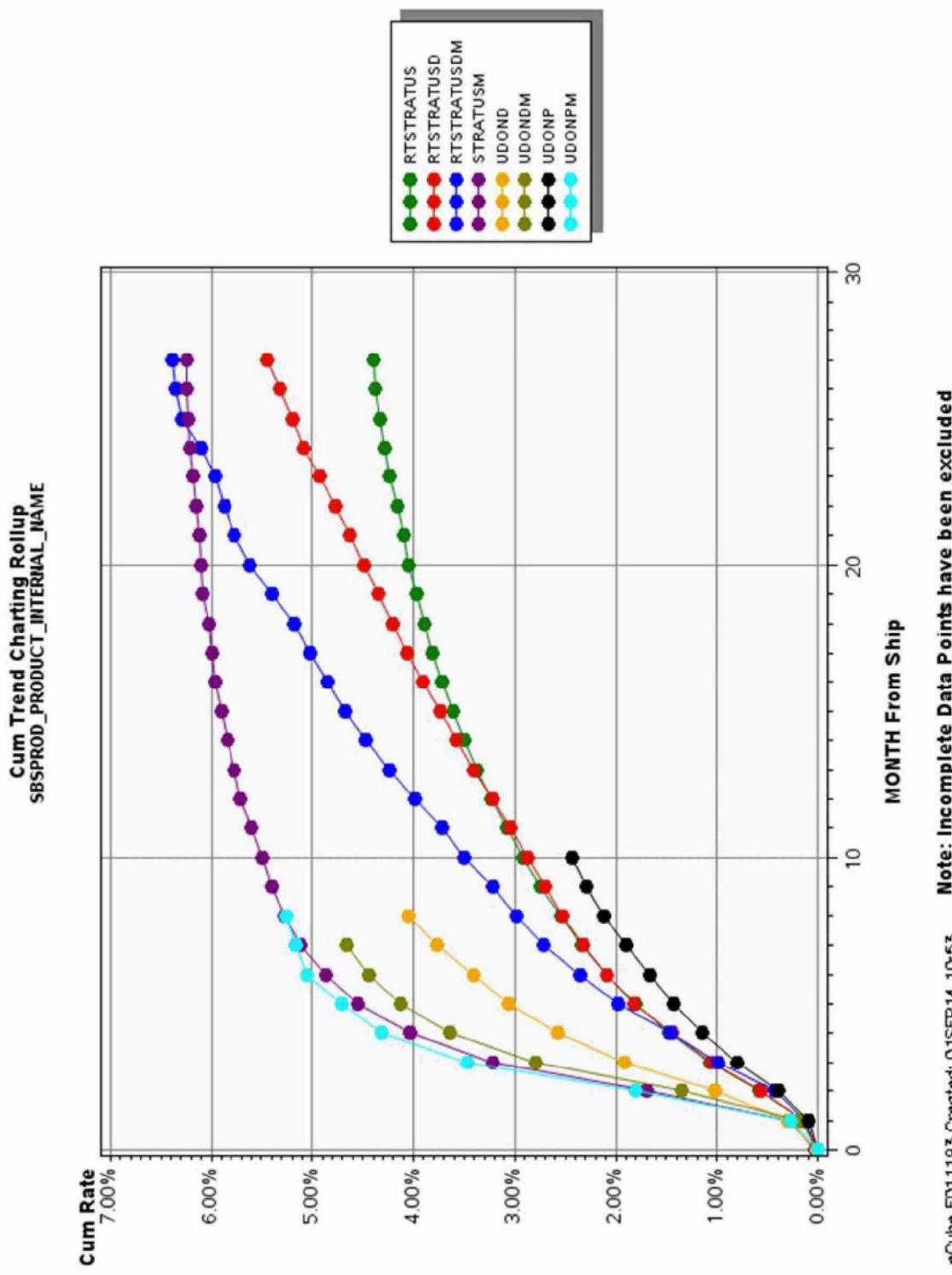
2 Stars – 2

1 Star – 2

2 review mention the edges while mocking others that talk about sharp edges

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Backup Plus Desk (Udon Desk)



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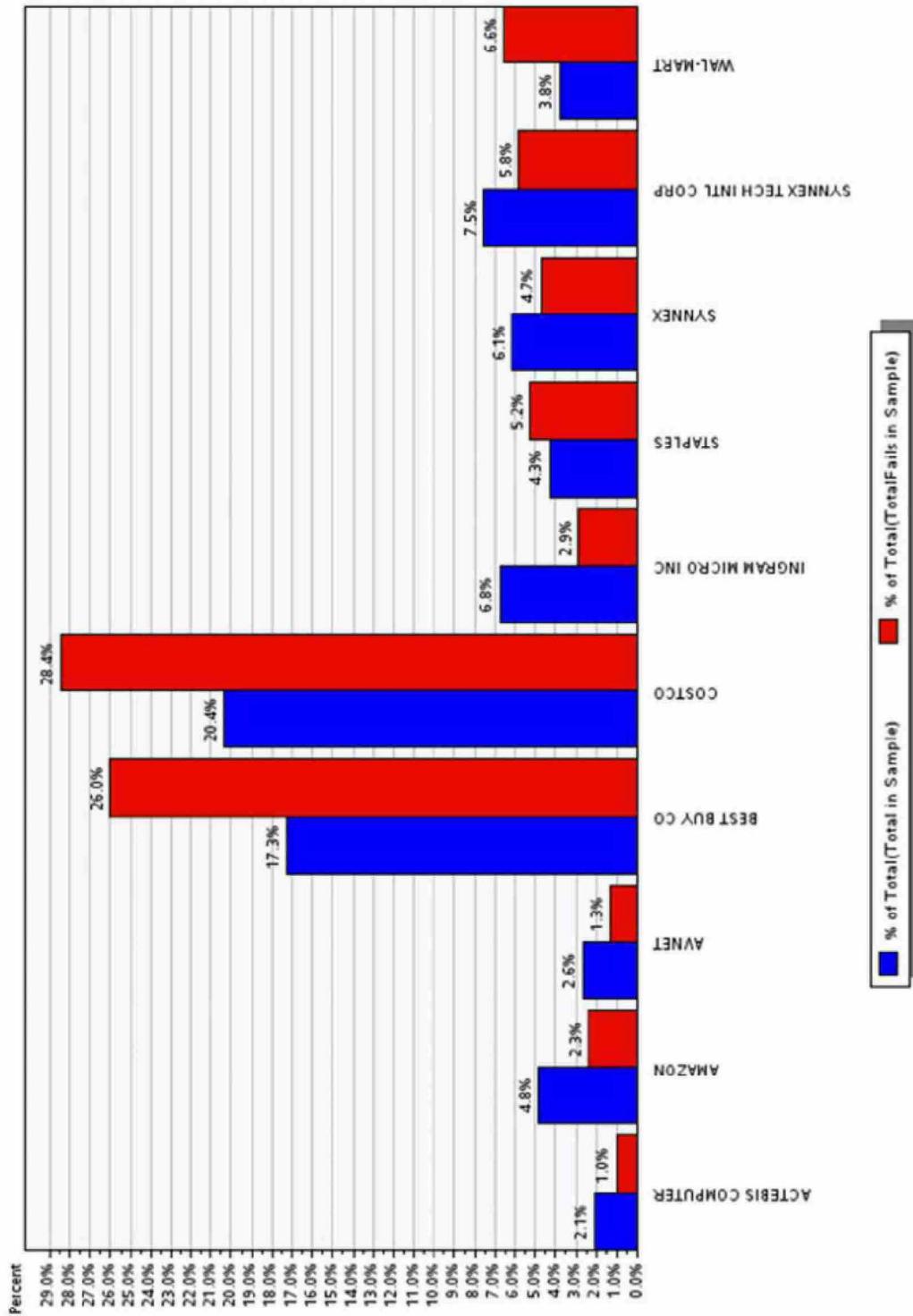
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Backup Plus Desk (Udon Desk)



Pct of Total Chart - Top 10 Total in Sample
PRDCT_PRODUCT_MARKETING_NAME=SEAGATEBACKUPPLUSD



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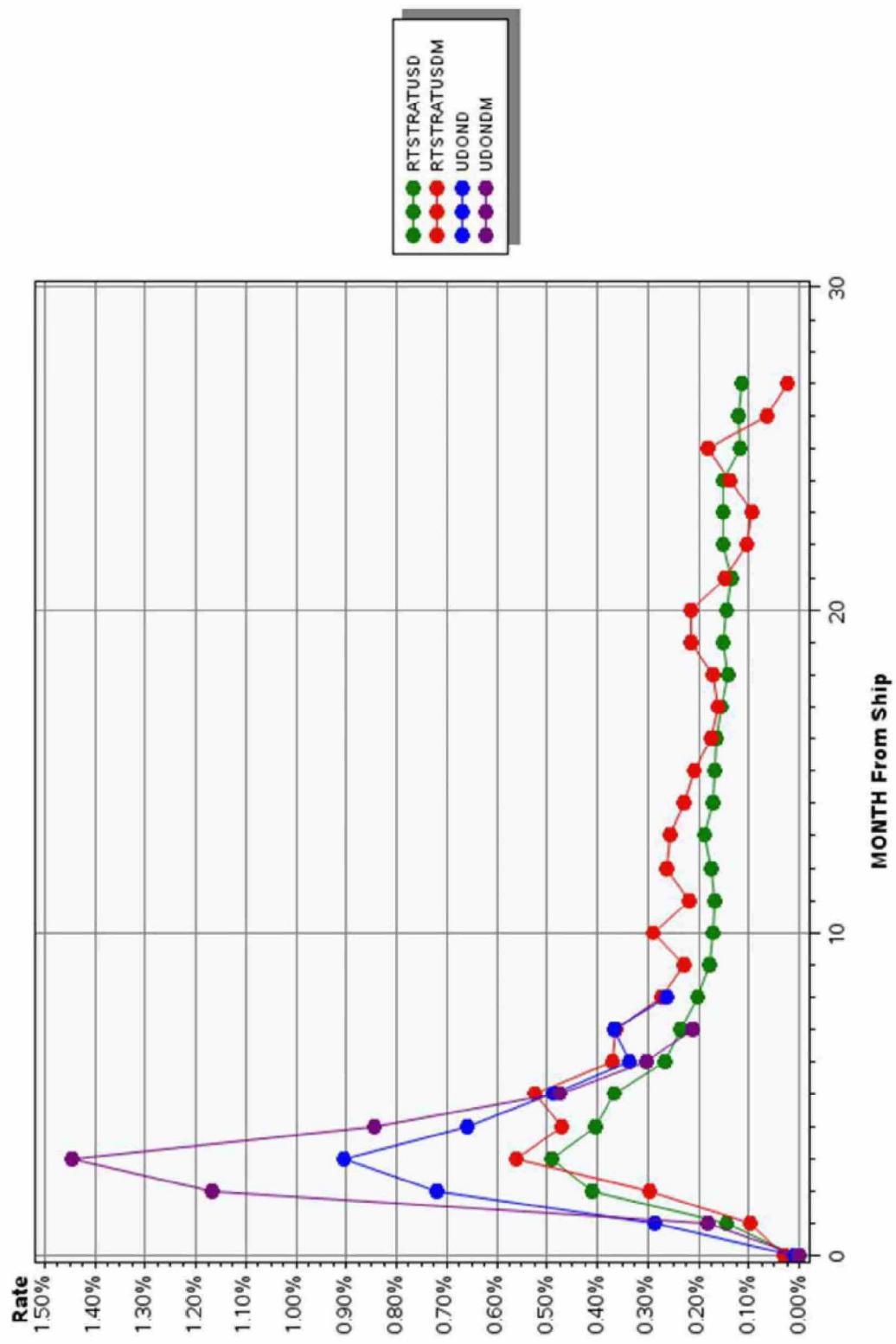
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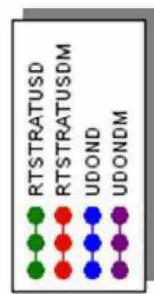
Backup Plus Desk (Udon Desk)

Cum Trend Charting Rollup
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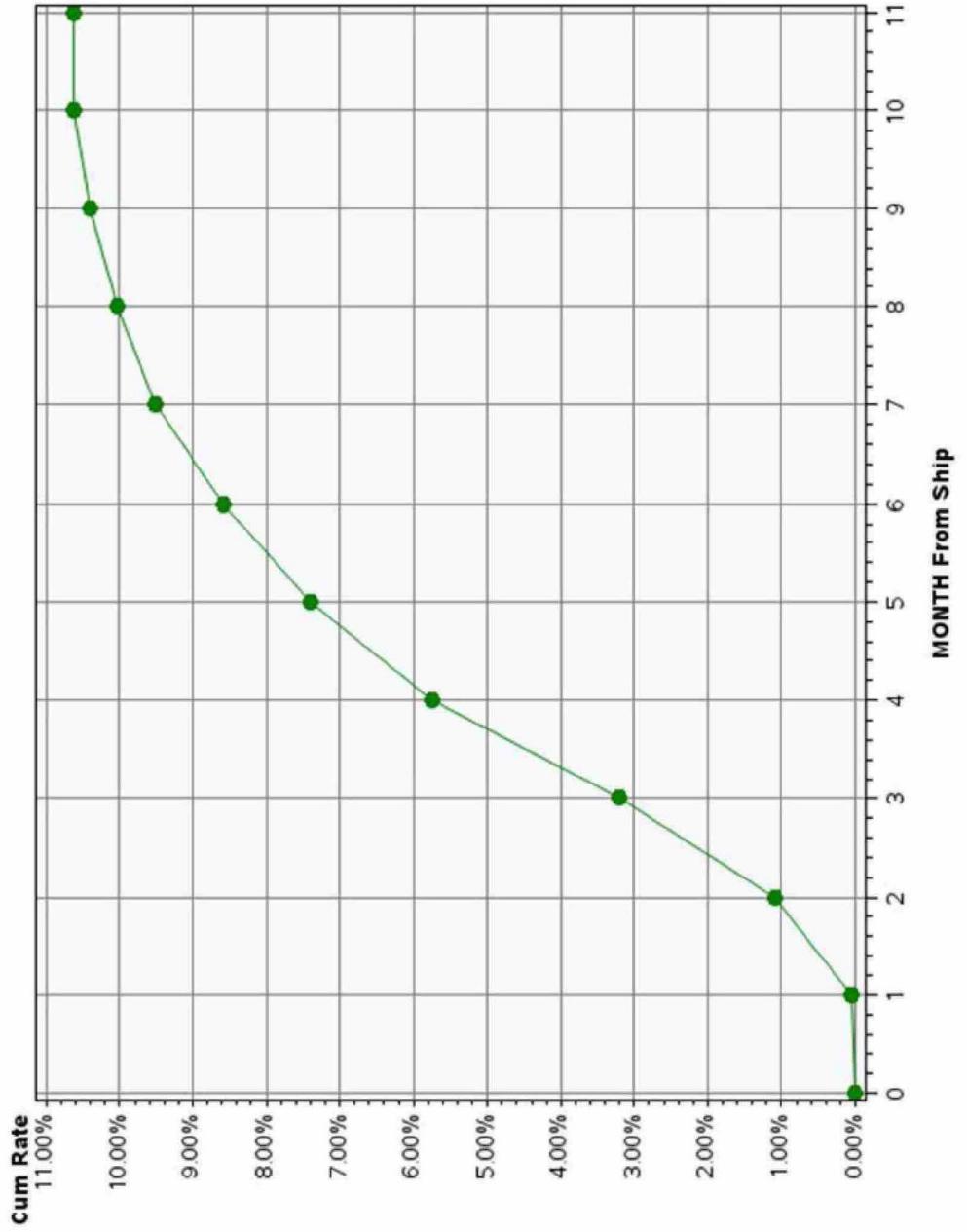


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Expansion Plus (Saker)



Cum Trend Charting Rollup
SBSPPROD_PRODUCT_INTERVAL_NAME



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Note: Incomplete Data Points have been excluded

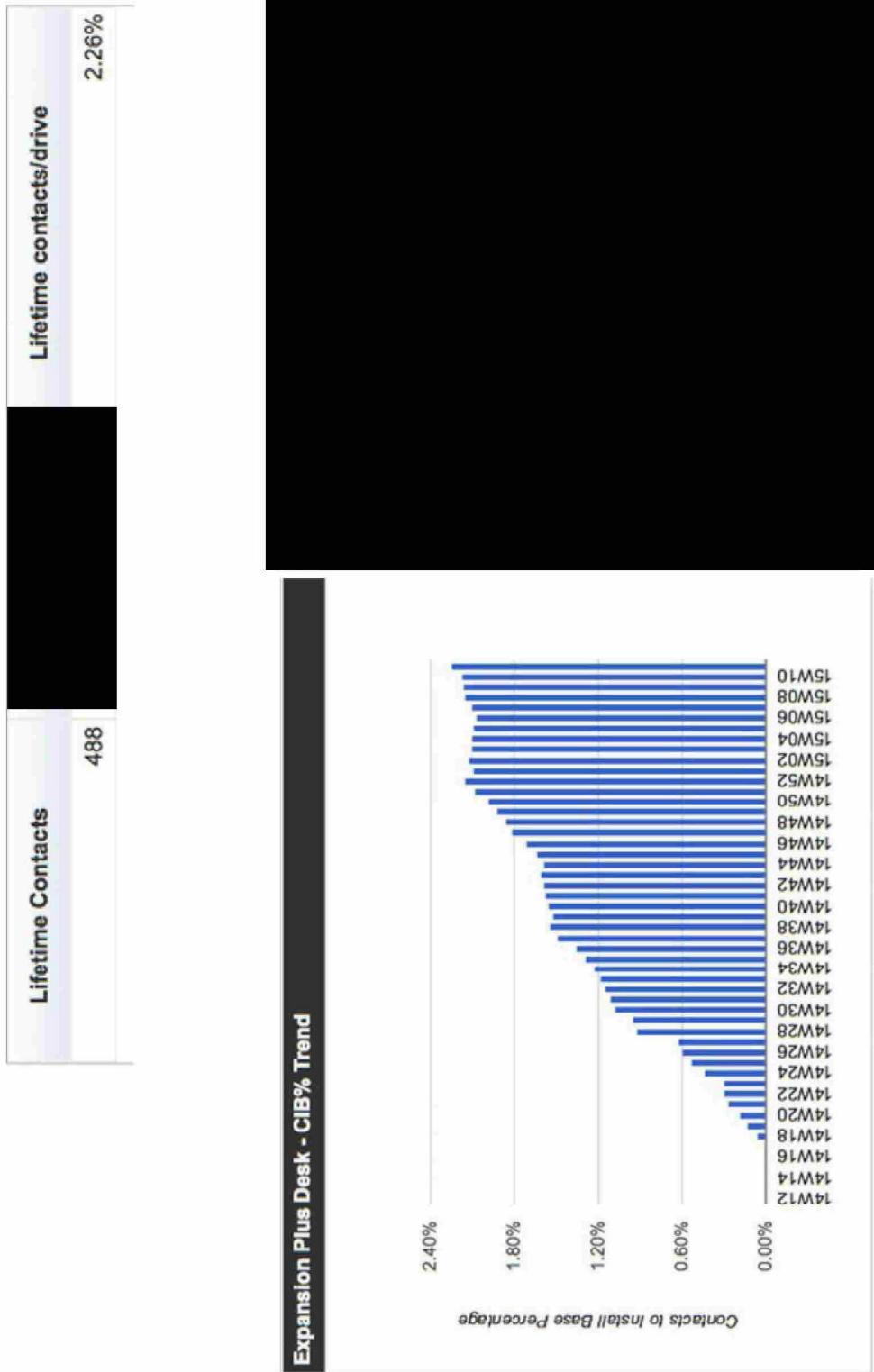
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Expansion Plus Desk (Saker Desk)

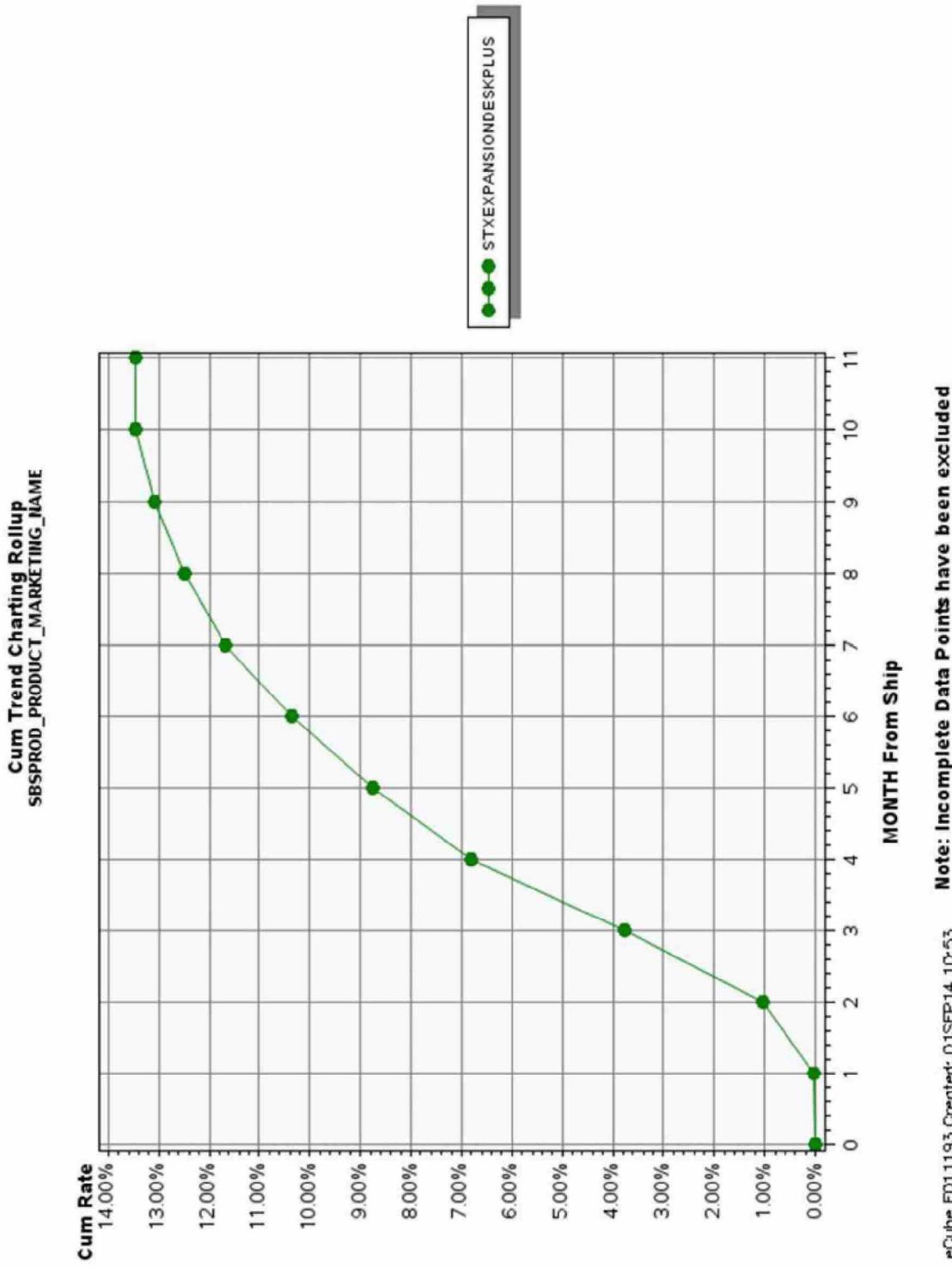
Contacts to Install Base



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Expansion Plus Desk (Saker Desk)



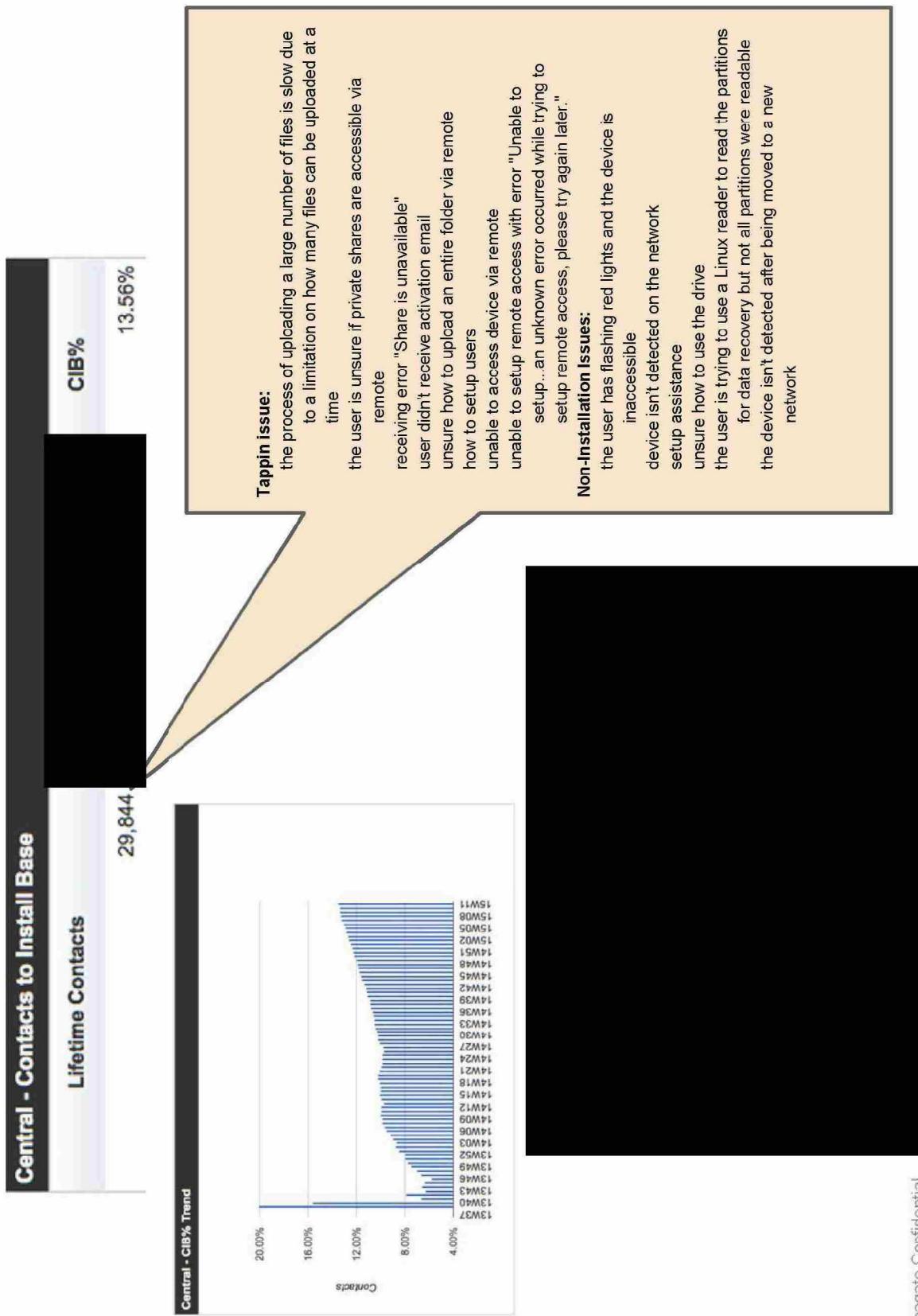
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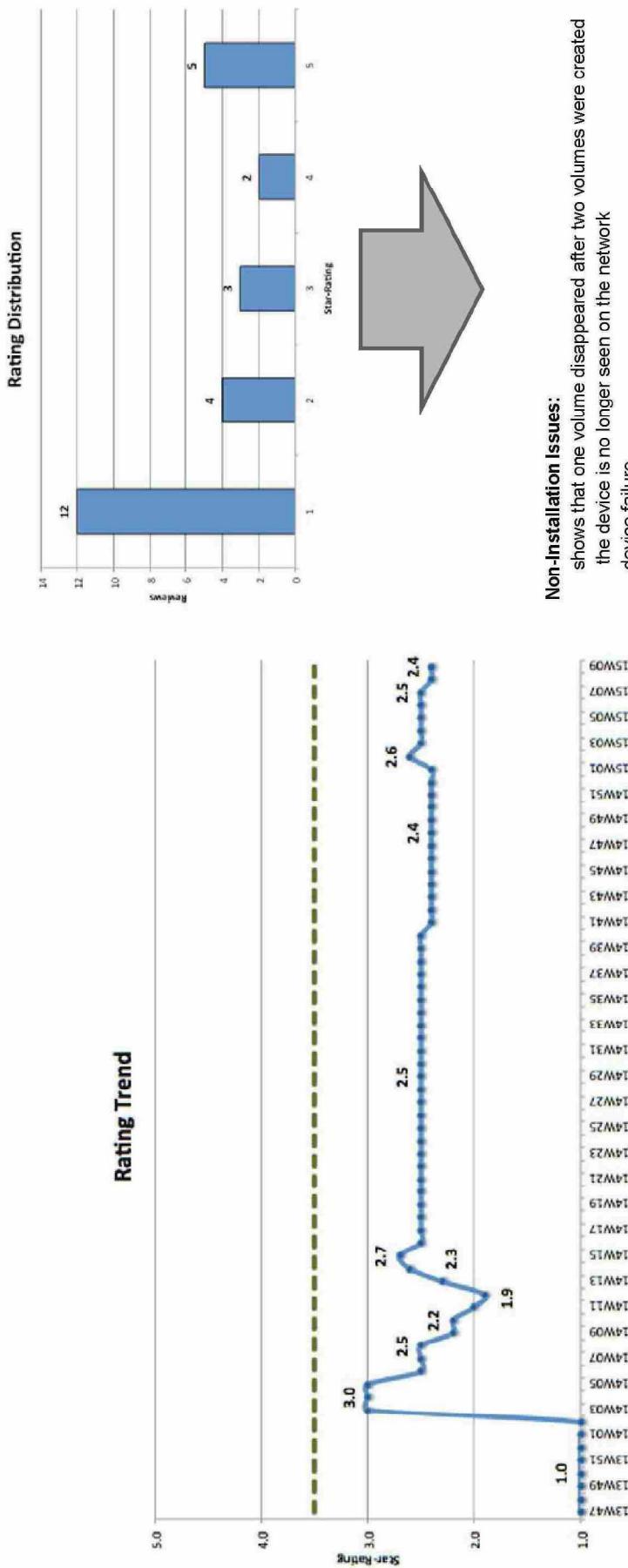
Central (Cirrus)

Contacts to Install Base



BS 1-Bay NAS (Whitney-Sentinel)

Star Rating



Non-Installation Issues:

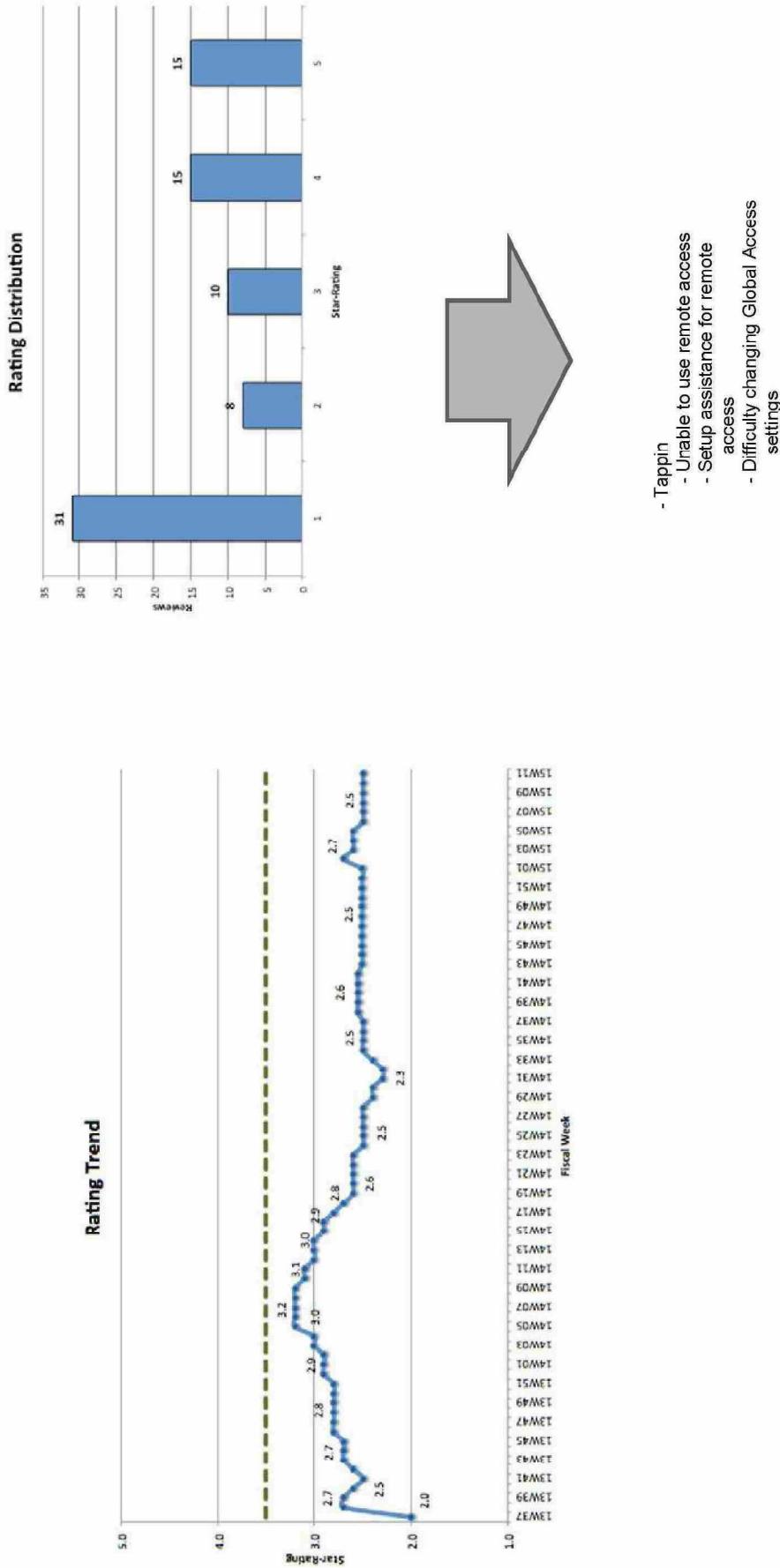
shows that one volume disappeared after two volumes were created
 the device is no longer seen on the network
 device failure
 unsure how to do a factory reset on the device
 receiving "Error listing shares of device 'NAS NAME', Access Denied"
 when installing the device

Instructions Not Clear issue:

shows that the user is unable to access the device via the app and
 needed to be shown how to access it without software
 unsure how to remotely access the device
 the user found no backup after setup but hadn't installed the software.

BS 4-Bay NAS (Whitney-El Capitan)

Star Rating



- Tapping
 - Unable to use remote access
 - Setup assistance for remote access
 - Difficulty changing Global Access settings

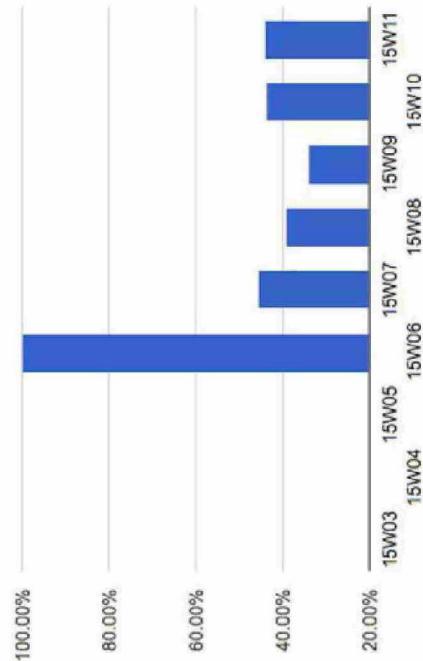
NAS 4-Bay (Dart)



Seagate NAS 4-Bay Contacts to Install Base

Lifetime Contacts	CIB%
34	44.16%

Seagate NAS 4-Bay CIB% Trend



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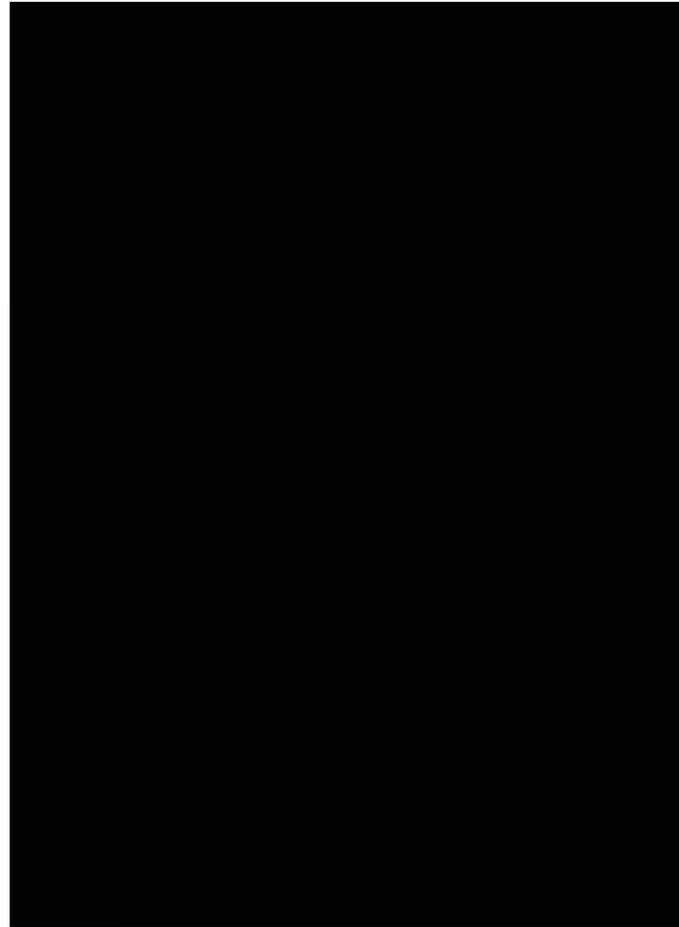
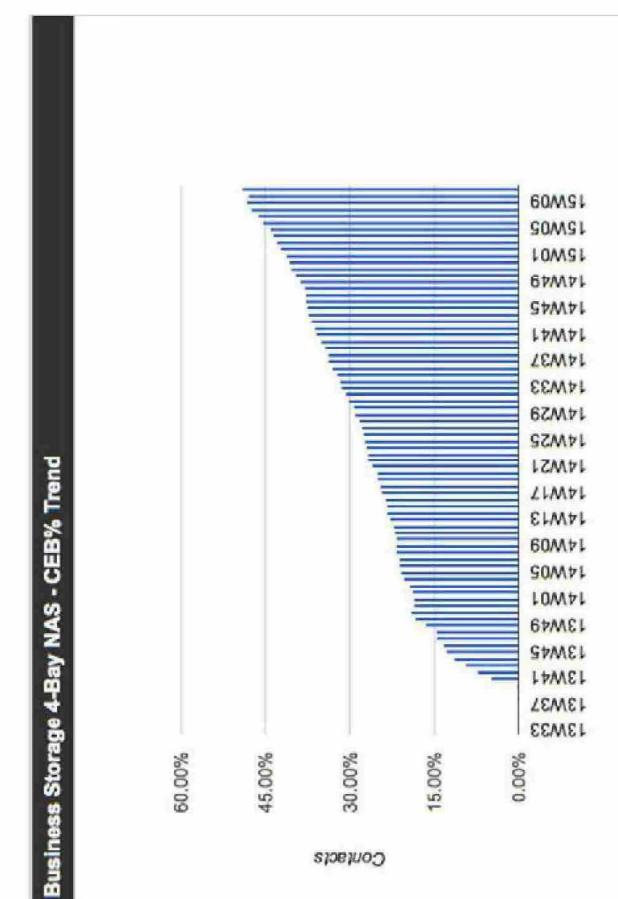
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BS 4-Bay NAS (Whitney-El Capitan)



Business Storage 4-Bay NAS - Contacts to Install Base	
	Lifetime contacts/drive
	7581



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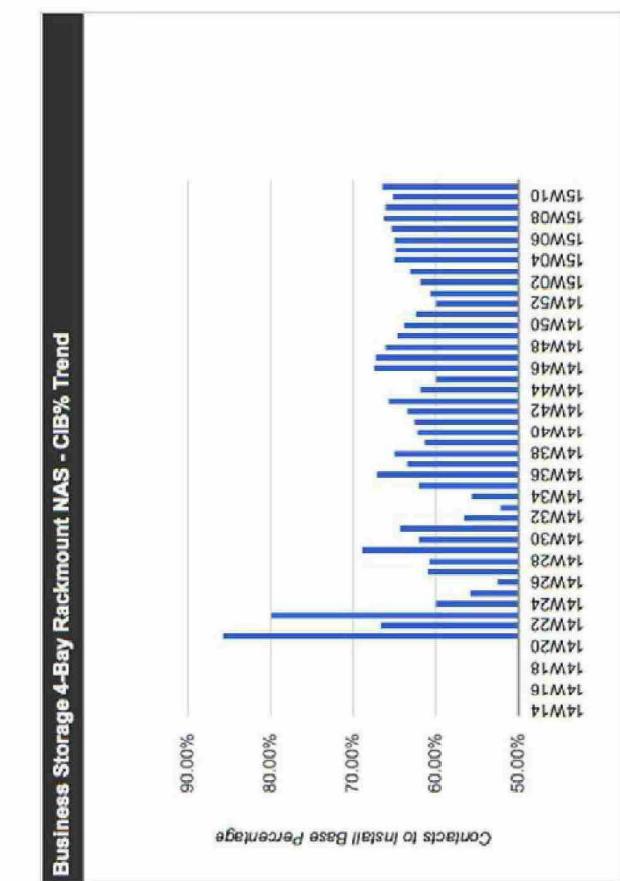
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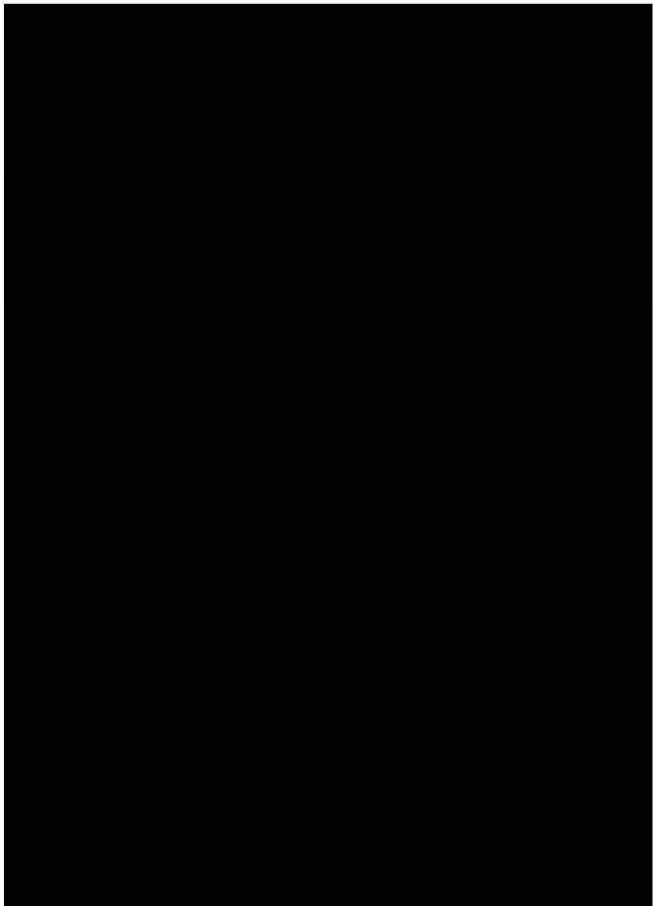
BS 4-Bay Rackmount NAS (Charger)



Business Storage 4-Bay Rackmount NAS - Contacts to Install Base		
	CIB%	
Lifetime Contacts	293	66.44%



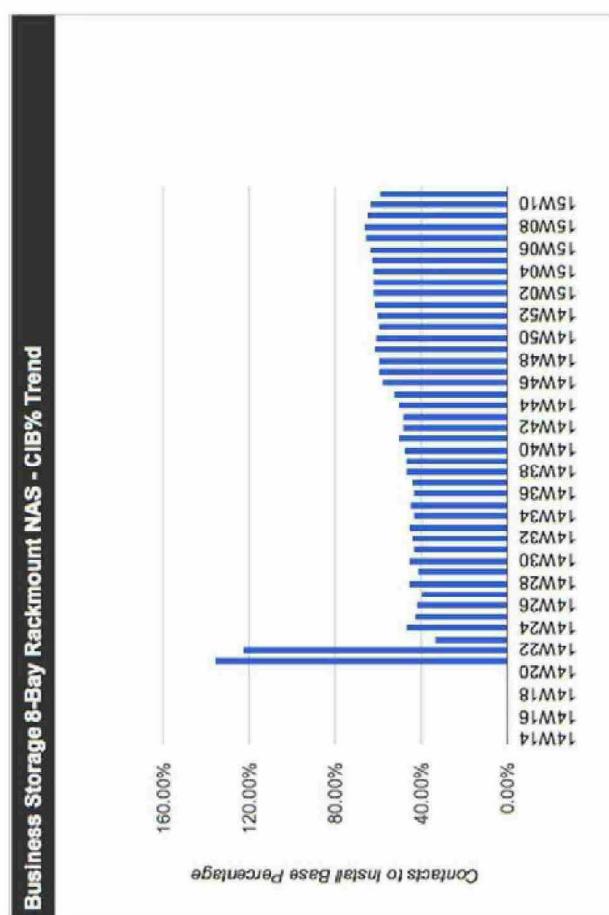
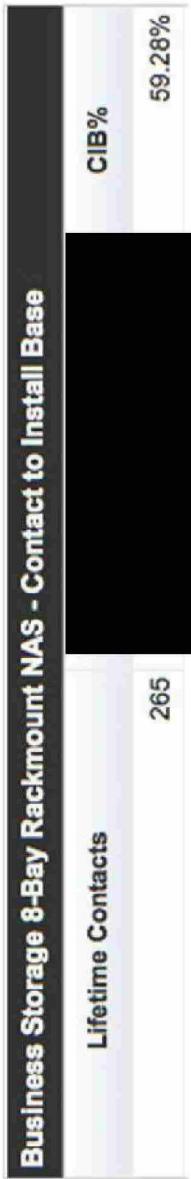
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BS 8-Bay Rackmount NAS (Challenger)



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Backup Plus FAST HDD (Mars2)



Contact is not easy, telephone voice speed, and some could not hear, customer service responsible for the technical sense is not very professional, I am your old user, has been to buy your things in Jingdong to buy you guys a hard disk, and in the computer City store also bought a few, and I are used to keep the high-definition movies, desktop computers are also installed to your hard disk, hard disk before using the present are normal now, but now I bought a Seagate 2.5-inch mobile 4T hard, I do not know your new hard drive technology immaturity, or this quality problems, no one is damaged, the use of two months on the problem, the computer does not recognize a hard disk drive to open the computer is in standby or crashes state, and in normal times the hard disk read speed is very slow, the computer can recognize an average of about two minutes, the other hard drives were normal, on this one for a few computers are like this, the problem is I put a 2T inside information, this how to do? ? (AP-J)

Not suitable for MAC. (Refer to LaCie !!!) (AMER)

You lose a lot of business but not providing password security on your drives. (AMER)

You do not think you own the world's thinnest 4T, 2.5 mobile hard this array, the user how much data loss risk it? ? ? You know you bought a copy of the hard disk as a file stuck crash, hard disk error after the restart, a read on the crash. Repeated many times, and finally fix the errors go the hard drive, then let people know how crash? There are so many important files on the hard disk where you really do not worry. Regret dead refuse to buy you this hard, really better to buy two 2T is not arrays. This array is a hard problem once all finished, the data is not good recovery time bomb! !!! (AP-J)

My problem is not yet solved. I look !!! (EMEA)

The product in question is the 4TB Fast HDD Portable Drive Model SRDD001. I am dissatisfied with the build quality of this product and the USB socket broke off easily. The RAID 0 array configuration of the 2 x 1TB drives is weak and cause the RAID 0 interface PCB to malfunction. Although the customer feedback was thorough and explain a lot, the simple fact is that all I need is to buy a replacement RAID 0 PCB. Instead I was advised to go to an extremely expensive data recovery company to retrieve my data. (AMER)

I'm sorry but I can not be satisfied with the answer, the only harmed when the client is, as the SEAGATE has !!! stock. How can not offer another solution to the different customer to have to wait I would like an immediate solution to my problem, I ask kindly if you do not have my HD, I be refunded the money. Wait this is not a questionnaire to more statistical and take me to the solution. Attn, German Courts (EMEA)

Contacting Seagate is complicated. A simpler handling would be desirable. (EMEA)

The dashboard software that came with the 4T backup does not handle backups from other external drives. This should be made clearer on the package as this is the reason I bought it. (AMER)

I upgraded to a new computer with windows 8.1 and it would not install the dashboard for my older Seagate flex product. I emailed your company to find out which of your newer products would work and bought a 4T. When I had an error message installing it - I contacted your company and was told you did not have a fix for it - that I should use the Windows File History program with windows 8.1 - WHAT? I could do that with my old Seagate flex drive - WHY in the world did I spend big bucks (AMER)

Amazon resolved their part of the issue - Seagate was no help at all. I purchased a 4TB portable drive that worked well, so I purchased a second drive which did not. After copying data to the drive it failed. I could see the drive and data I had copied earlier as well as data from the copy/paste that failed but could not delete anything from the partial copy or from the earlier successful copy/paste. I tried the drive on 3 different PCs with the same result pluck clicking sounds. (AMER)

8%

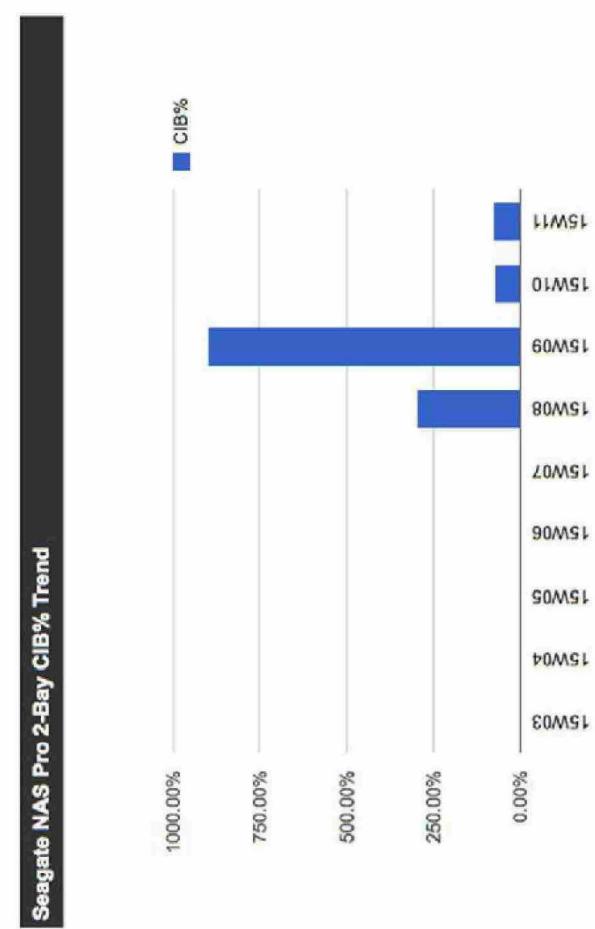
19

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16

Total

Seagate NAS Pro 2-Bay (Superbee)



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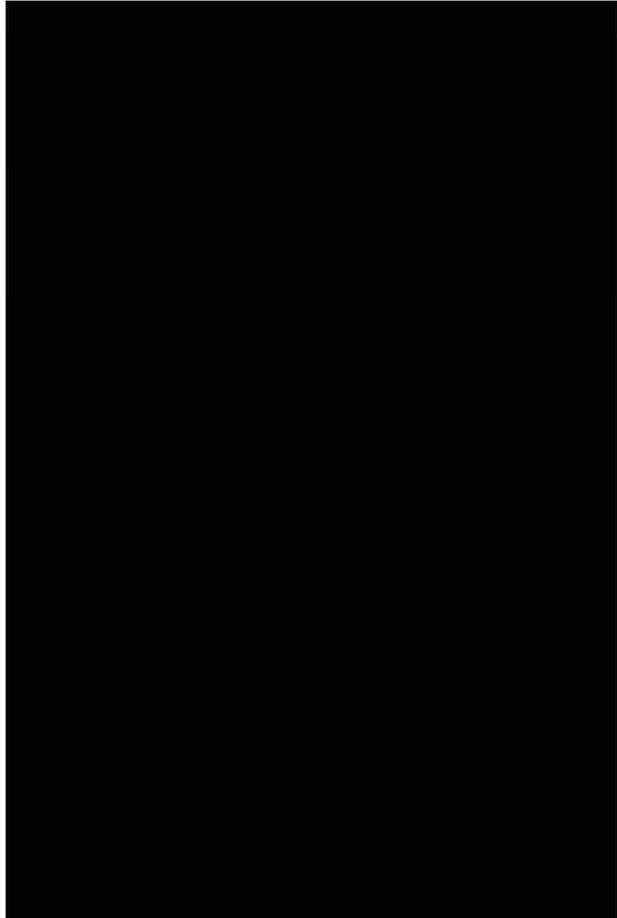
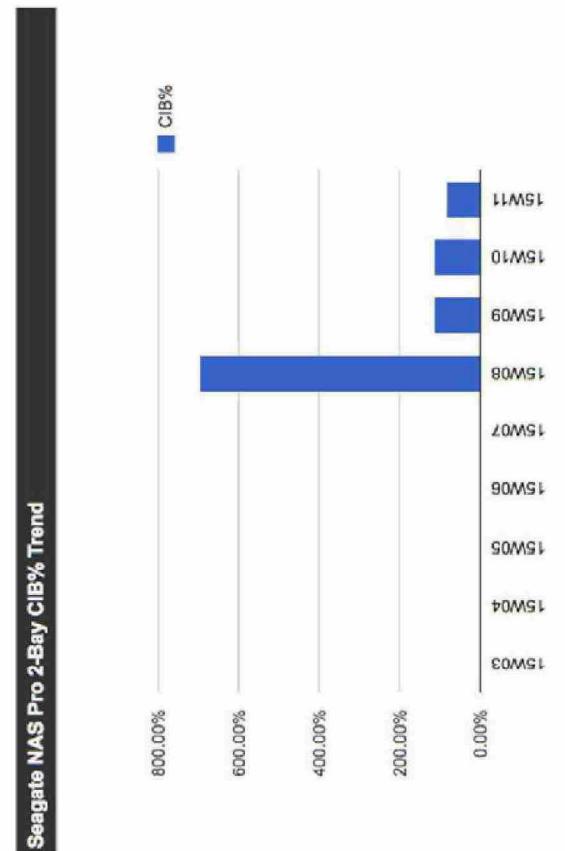
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Seagate NAS Pro 4-Bay (Superbee)



Seagate NAS Pro 2-Bay Contacts to Install Base	
Lifetime Contacts	CIB%
15	83.33%



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